

Food for Thought: The latest trends in university catering



COUP:

Highlights of the Conference on University Purchasing 2019



FURNITURE DESIGN:

The impact of the working environment on productivity



RENEWABLE ENERGY:

Members collaborate on major £50m green energy deal



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MEET THE TEAM



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Office supplies; travel; Portable appliance testing; signs and signage; taxis; travel; promotional products; removals and relocations; professional services including ceremonial gown and photography; cash and valuables in transit; audit services; childcare vouchers; recruitment advertising.



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Responsible procurement and e-sourcing Lead, STEMEd and laboratory, specialist paper, furniture & soft furnishings, utilities, vehicle hire, photographic equipment, laboratory gases.



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Developing responsible procurement competencies through study and hands on experience, undertaking tasks and projects.



Don Bowman
LUPC Director

Welcome to the Autumn edition of *Linked*

The main article in this edition of *Linked* focuses on the changing trends in university catering and there are other articles on social value, the new TEC green energy contract, a focus on how furniture can help the learning environment and a look back at COUP 2019 in Leicester.

It was great to see so many of our members at COUP 2019 in September, I hope you found it as useful as we did.

The planning process for COUP 2021, which LUPC will be hosting, has already started. We will keep you informed of the progress on this over the next two years and are excited about how we will deliver this prestigious event.

I am very pleased to welcome two new members of staff to LUPC; Roy Dennis joined us in August as our senior category manager for professional services. Julie Gough, who will join us in November, will become our estates category lead replacing Cristian Martin. Cristian left us to join the London School of Economics (LSE) as their head of procurement, congratulations on your appointment Cristian.

Since the last edition of *Linked* we have welcomed one new member; the British Academy who are the UK's national body for the humanities and social sciences.

Thank you all for completing our member survey recently, the feedback you provide allows us to ensure we continue to meet (and aim to exceed) our members' expectations. Please see page 19 for the headline results. The team have been busy following up on all of the feedback received to ensure that YOUR consortium continues to deliver for YOU, the members.

Finally, through another recent survey, we identified that there is sufficient demand for LUPC to work with CIPS training providers to deliver a cost effective route to qualification for members' staff. We are currently discussing with potential suppliers how they might deliver a programme in central London for those considering either the professional or the apprenticeship route to the qualification. The programme is planned to start in January 2020 and will cover level 4 of the CIPS curriculum.

Don Bowman
October 2019

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Re-tendered Office Supplies and Travel frameworks

Key new frameworks for LUPC members over the last quarter include Office, Computer and Library Supplies and Travel Management Services.

The NWUPC **Office, Computer and Library Supplies framework** consists of the following lots and suppliers:

Lot 1 – Office supplies

- Banner Group Ltd
- Lyreco UK Limited
- Office Depot UK Limited
- Staples UK Ltd

Lot 2 – Computer Supplies

- ACD Business Supplies Ltd
- Commercial Ltd
- OfficeXpress Ltd
- XMA Ltd

Lot 3 – Library Supplies

- Gresswell (Demco Europe Ltd).

The SUPC Travel Management Services agreement gives members access to a fully managed service for all UK and International travel and associated services for staff, along with the following services for students:

- UK and international air, rail and hotel/ hostel services
- Ferry services
- Eurostar
- International vehicle hire
- Group travel services
- Relevant professional advice to Members for student group travel.

“We are incredibly pleased to launch this new agreement which will help universities across the UK ensure they get value for money through their staff and student travel spend. The agreement will also support users to ensure they meet duty of care requirements for travellers and provide a range of flexible booking options that meet the requirements of the higher education sector.”

Jayne Thorne, SUPC Category Manager

Suppliers awarded a place on the framework include;

Lot 1 – Business Travel Management

Services: Clarity, Click Travel, Diversity Travel, Key Travel, Selective Travel, STA Travel

Lot 2 – Student Group Travel Services:

Clarity, Diversity Travel, Key Travel, Selective Travel, STA Travel, Studylink Tours.

For more information on both of these agreements, please contact Joyce Kadri, j.kadri@lupc.ac.uk

NEW AGREEMENTS

- Cleaning & Janitorial
- eProcurement Systems
- Fixed Wire Testing
- High Value Laboratory Equipment
- Financial Services
- Laboratory Consumables and Chemicals- IRLA
- Networking Equipment (Jisc)
- Office, Computer and Library Supplies
- Portable Appliance Testing
- Taxi Services including Hybrid and Executive Cars
- Travel Management Services

For more information on all agreements visit: lupc.ac.uk

UPCOMING TENDERS

- **Networking - Routing & Switching** (expected go live October 2019)
- **Data Centre Management Equipment and Infrastructure** (expected go live January 2020)
- **National Electronics Agreement** (expected go live December 2019)
- **IT Related Accessories and Parts (ITRAP) including VR technology** (expected to go live February 2020)
- **Apple** (expected go live Q2 2020)
- **General Laboratory Equipment, Supply, Delivery, Installation and Post Installation Services** (expected go live June 2020).

DATES FOR YOUR DIARY

- **Heads of Procurement Meetings** 5 November 2019, 10 March 2020, 7 September 2020
- **Responsible Procurement Event** 19 November 2019
- **One Day Category Event: Laboratory** 14 January 2020
- **Meet the Team Breakfast and LUPC Induction for Members** 6 February 2020, 4 June 2020
- **LUPC & SUPC Conference 2020** 30 April 2020
- **One Day Category Event: Catering** 19 May 2020
- **One Day Category Event: HR** 29 September 2020

To keep track of all our events visit www.lupc.ac.uk/events

This section will give you an update on any new agreements in place, or news on existing agreements. Please note this is not the full list of available agreements, just those where there is some news to report. For the full list of agreements and for further information on any of the agreements listed here, please visit the HE Contracts (HEC) site: www.hecontracts.co.uk

The initials next to each agreement indicate the LUPC Category Manager you should contact for further information about a particular agreement, these are as follows::

DW	Darran Whatley	020 7307 2764	d.whatley@lupc.ac.uk
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	(until 11th Nov.)		
JG	Julie Gough	020 7307 2778	j.gough@lupc.ac.uk
	(from 11th Nov.)		
JK	Joyce Kadri	020 7307 2763	j.kadri@lupc.ac.uk
MK	Mike Kilner	020 7307 2768	m.kilner@lupc.ac.uk
RD	Roy Dennis	020 7307 2772	r.dennis@lupc.ac.uk

Other useful contacts:

JISC	www.jisc.ac.uk
TUCO	www.tuco.org
TEC	www.tec.ac.uk

AUDIO VISUAL

Audio Visual Products and Services – HEPCW, LUPC and SUPC MK
LUPC contract oversight has transferred from Darran Whatley to Mike Kilner.

The NEUPC has been delayed in starting the process around the new national tender although they are hoping to award before Christmas. The tendering schedule and contract strategy will be circulated to the Computing Group (CG) as soon as it is received.

An introductory meeting has been arranged for Pacific AVs premises in Chineham. The agenda includes a demo tour of their facility.

Broadcasting Equipment and Integration Services MK
LUPC contract oversight has transferred from Darran Whatley to Mike Kilner.

Current Agreement manager Jane Edwards will be arranging handover meetings over the next few months with Jane moving to a new position within CPC.

ESTATES & FM

Catering Consultancy Services EK/JG
Option of one-year extension taken and agreed by suppliers. Gen2Property chose not to extend so have been removed from the framework.

Contract review meetings will be undertaken early in the new year by Julie Gooch.

Catering Outsourced Services – National EK/JG
CH&Co acquired Gather & Gather, both on Lot 1. All HE Contracts records were updated to reflect this. All mini-competitions are now directed to CH&Co as the first point of contact; they then decide which business will bid for the work.

Contract review meetings will be undertaken early in the new year by Julie Gooch.

Cleaning Services – Regional EK/JG
One-year extension applied. All suppliers agreed except Nviro Ltd who are being followed up.

First draft strategy for next tender has been written and awaiting formation of tender working party for further development.

An offer to submit revised pricing has been issued, three year fixed

pricing agreement expired at end of initial period, though there is no push from suppliers for any increase.

Discussing feasibility of single-lot framework with mix of SME and Large companies to ensure one lot does not dominate agreement spend.

Contract review meetings will be undertaken early in the new year by Julie Gooch.

Electrical Materials & Associated Products – National MK
NWUPC held supplier review meetings during September. Further information around innovation in the area of sustainability will be forthcoming and circulated when received. The working party would be interested in receiving agreement feedback from our members. A more formal survey will be issued ahead of the next reviews in Q2 2020.

Electronics (NUWPEC) – National MK
The new tender was issued 16 September with ITT responses due on 15 October and contracts to be awarded 18 November for start 1 December.

Estates Maintenance and Minor Works – Regional EK/JG
First draft strategy for next tender has been written and awaiting formation of Tender Working Party for further development. Considering inclusion of Professional Services Lot, and more transparent pricing of cost of labour.

Shaylor Group PLC (Lot 5 – Minor Works Large) has gone into administration and has been removed from the framework.

Contract review meetings will be undertaken early in the new year by Julie Gooch.

Furniture Supply and Installation– National DW
The final report on the supply chain and labour risk will be completed by 31 October 2019.

LUPC Supplier reviews will be held November / December 2019.

Security Services (Guarding and Reception) – Regional EK/JG
The first draft strategy for the next tender has been written and awaiting formation of tender working party for further development.

Will be issuing an offer to submit revised pricing since the three year fixed pricing agreement has expired.

Discussing feasibility of single-lot framework with mix of SME and large companies to ensure one lot does not dominate agreement spend.

Contract review meetings will be undertaken early in the new year by Julie Gooch.

White Goods – National MK
Stearn continue to dominate the agreement and are looking to produce a short end user guide for distribution within Estates and FM teams to advertise some of the additional services they offer such as free WEEE collections, site audits and institution specific inventory holdings.

There have been an increasing number of questions around servicing and repair and institution feedback around these requirements would be most welcome.

ICT & TELECOMS

Computing - Data Centre Management Equipment and Infrastructure – National MK

The NEUPC is running slightly behind schedule with tendering the replacement agreement however expects this to be completed in January 2020. Draft documentation was issued to the Computing Commodity Group on 20 September and the new framework services current scope for Information is summarised below:

Any or all elements of the supply, Installation, management and maintenance of Data Centre Management equipment and Infrastructure, including removal, relocation, recycling, refurbishment or disposal of Data Centre Management equipment and Infrastructure. Provision of modular and mobile data centre infrastructure, edge/

micro data centre Infrastructure and infrastructure as part of modular or prefab units. Data Centre related design and or consultancy services. Preventative maintenance, testing, regular and emergency maintenance of new or existing equipment and Infrastructure is also included.

Computing- Desktop and Notebook Agreement - National ('NDNA') MK

Sales figures by region and OEM (including resellers) for the agreement up to and including Q4 2018/9 have been shared to both the working party and the suppliers as well as hosted on HEC for institution visibility. Detailed sales and service management information, minutes and matters arising from meetings, mini-competition exemplars and presentations will continue to be available either on HEC or from the category manager on request.

A set of review meetings was held at Lenovo reseller partner Getech on 8-10 October and included a full on-site review of their operation including their service centre. The NDNA benchmarking exercise was fully re-run leading into the reviews.

Brexit statements continue to be updated although the recent inclusion of the EU area in what was previously the US/China trade dispute could be of equal importance to the sector.

Fujitsu's Lot 2 presence on the NDNA will end at the end of Q1 2019/20.

Computing- ITRAP (IT Related Accessories and Parts) – National MK

Given the broadened scope of the framework, a change in the agreement title is being considered with reference to "ITRAP including VR technology". The notice and ITT will be issued in October for return in November and award in January for a 1 February 2020 start date.

Computing - Networking Supply & Services – National MK

The agreement is performing well and any feedback would be welcome ahead of the forthcoming contract reviews in October.

Computing - PCs with Apple Operating Systems – National MK

The most recent supplier review meeting was exclusively with Apple at their main Regent Street offices on 25 September and included Apple's latest environmental initiatives, discussion with their new lead for Europe, Anne-Li Stjernhom, a general discussion around reseller engagement, improving student sales and both sides current and future challenges and opportunities with the HE sector.

A draft timeline for the next tender has been completed with the ITT being issued in early December and the new agreement commencing April 2020.

Computing - Server, Storage and Solutions National Agreement ("SSSNA") MK

The most recent SSSNA Review meetings were undertaken between 25 and 27 June in Reading. One of the recurring discussions was on the lot structure and scope for the next agreement including how best to incorporate the increasing move towards hybrid, off-premises solutions including those invoiced on a pay-as-you-use OPEX basis. Demand is also increasing for consultancy-style services as institutions seek advice on their strategic direction of travel.

Work on the re-tender is expected to commence in January 2020.

Finance, HR/Payroll, ERP and Associated Services MK

There have been a number of call-offs, mostly with institutions renewing existing licences and migrating to the Framework Agreement. This can be time consuming as a change of Terms and Conditions is required.

Software License Resellers (SLRA) – National MK

SUPC are in the process of setting up the tender working party for the re-tender with a view to having the new contract in place by September 2020.

The draft timescales are as follows:

Finalise Strategy and Tender documents	January 2020
Issue Tender	February 2020
Evaluation	April/May 2020
Award	July 2020
Go Live	September 2020

Telecommunications inc. landline and mobile – National (CCS) RM1045 MK

The new umbrella framework titled "Network Services 2" (RM3808) went live in August. There is a total of 76 suppliers across 10 different lots including 16 on the specific Lot 6 for Mobile voice and data services. Further details are at: <https://www.crowncommercial.gov.uk/agreements/RM3808>

Computing – General Matters not covered elsewhere

APUC are currently tendering for Library Management Systems and Reading list Software, which will be open for national participation. They are hoping to complete this agreement early in 2020.

The most recent UCISA London ICT meeting included presentations from Hertfordshire (IT infrastructure mapping), Imperial (Talent management matrix applied to IT) and discussion on Assistive Technologies. The next will be held 13 November with a draft programme available at: <https://www.ucisa.ac.uk/groups/london/Events/2019/nove>

Separate meetings with AMD and Intel were held in September as part of developing supply chain relationships with key HE suppliers including the sharing of various procurement and technical initiatives.

The new Jisc Routing and Switching framework (now titled "Networking Equipment") went live 1 October 2019. Details including a Buyers' Guide are available from HEC.

The most recent service review meetings for the Jisc Telecommunications Framework took place in September.

NWUPC have now become the third HE Consortium to join Electronics Watch in full on behalf of all members.

HP are mapping out their alignment to the updated terms to better understand where their concerns lie.

DEFRA's new Digital, Data and Technology Services directorate launched with the formation of the Joint Sustainable Information and Communication Technologies (ICT) Group. The group consists of multinational organisations such as Dell, Atos and Vodafone from their ICT supply chain who have joined forces to share, promote and implement sustainable ICT best practice.

The group now known as Defra's e-Sustainability Alliance (DeSA), have been working in partnership with the United Nations and other non-governmental organisations to create a guide and blog aimed at all manufacturers of ICT and components, as well as users, disposers and recyclers, for businesses of all sizes and any industry or location worldwide. LUPC will be represented at the first meeting on 24 October at the Natural History Museum.

The next National ICT Group (NICTG) meeting will be on 23 October in Leeds.

LIBRARY

Books, E-Books, Standing Orders and Related Material – Inter-regional Agreement (SUPC-led) RD

The SUPC ran supplier review meetings in London on 23 and 24 October.

Serials, Periodicals and Associated Services Joint Consortia Agreement – Inter-Regional (SUPC led) RD

This new agreement is now live. Full details are available for members on HE Contracts.

OFFICE SUPPLIES & EQUIPMENT

Office Supplies – National

JK

All members are being offered support to move over onto this new framework agreement.

Meetings are being arranged with suppliers on how to market this agreement.

For further info or to provide feedback please contact J.Kadri@lupc.ac.uk

PROFESSIONAL SERVICES

Ceremonial Gown and Photography Services—National

JK

Supplier meetings will take place in November. If you have any feedback or questions prior to this date please contact Joyce.

Debt Recovery Services – National

RD

Activity is underway to promote the new framework agreement and to provide clarity on the benefits to members.

Supplier review meetings will take place in Spring 2020 to coincide with the anniversary of the launch event. Feedback is welcomed, please contact Roy Dennis.

A meeting was held with the Gallagher Construction team on 18 September with the aim of producing an improved cost structure for members requiring construction team engagement. There was some discussion on the potential for a future tender around construction-related services.

Middlesex University has agreed to join the Insurance Group from 1 November 2019.

Insurance – Regional

MK

The PA-travel account is still performing unsustainably in terms of claims and met on 18 September to timeline and map the new Risk Management Standards for the group. A survey was subsequently issued to the full group for completion in early October.

Legal Services – National

RG

The next series of supplier review meetings will take place by the end of October.

Occupational Health Services – National

RG

This new agreement is now live. A launch event took place on 2nd July 2019 which was attended by both members and suppliers.

Temporary and Permanent (TAP) Recruitment Services – National (SUPC Led)

RG

This is a new agreement being run by SUPC and is open to LUPC members. Further information on the new agreement is available on HE Contracts.

STEMed & LABORATORIES

Gases (IUPC) – National

DW

The agreement handover from Mike Kilner to Darran Whatley and Dani Sweeney (SUPC) was completed at the end of September. The national group and all existing suppliers have been contacted to advise them of the change.

General Laboratory Equipment, Supply/Installation – National

DW

Meetings have been scheduled for 17 and 22 October to discuss the draft strategy for the re-tender, once these activities are complete, a formal recommendation will be presented to the executive committee.

Review meeting has been scheduled for 28 November.

Laboratory Consumables and Chemicals - Inter-Regional (IRLA)

DW

Details for the new agreement are at: <https://www.hecontracts.co.uk/agreements/775>.

Sigma Aldrich were not awarded a position on the framework, although most of their products are available from SLS (who are on the agreement).

Anyone needing assistance in transferring their purchases onto the new agreement should contact Darran.

Laboratory – Life Sciences – Antibodies and Sera

DW

The first extension has been applied.

Laboratory – Life Sciences – Equipment

DW

The first contract review is due to take place in November 2019. If members have any feedback they should contact Darran.

Laboratory – High Value Laboratory Equipment

DW

The new framework agreement began on 1 August 2019, consisting of 21 different lots. This replaced the previous seven separate HVLE agreements. Terms are still being agreed with a few of the suppliers however this is anticipated to be complete no later than the end of October. Full details of all the lots are available at: <https://www.hecontracts.co.uk/agreements/767>

Other Laboratory – Updates

The STEMed group are due to meet in November 2019, where they will consider the breadth of framework activity, undertake gap analysis and review areas more generally.

APUC are allocating resource and time to supply chain mapping laboratory consumables and chemicals. LUPC will explore with them how our recent glove audit results might contribute to this work.

A group consisting of the Home Office, Region Stockholm, CCS, NHS supply chain and LUPC are discussing problems found in South-East Asia and the UK supply chain. This is an actions, strategy and information sharing group.

The NEUPC is considering a Life Sciences Reagents, Kits & Consumables framework agreement.

TRAVEL

Travel Management Services – National (SUPC led)

JK

Implementation meetings will take place over the next few weeks with suppliers.

Agreement details are available on HE Contracts at <https://www.hecontracts.co.uk/agreements>

UTILITIES

For all TEC news, visit their website at: <http://www.tec.ac.uk/news>

OTHER ACTIVITIES

Publications

Monthly e-bulletins were issued in July, August and September.

The summer edition of Linked magazine was circulated at the end of July.

The report on the annual membership survey 2019 was distributed in October.

Events

Recent Events

- The first *Heads of Procurement Networking* Event took place on 24 July, 13 members attended.
- The quarterly *Meet the Team Breakfast* and *New Member Induction* was held on 3 October, 14 members attended.
- The LUPC *Responsible Procurement Advisory Group* meeting took place on 2 October, 10 members attended.
- The *Travel Management Services and Temporary and Permanent Recruitment Services Framework Launch* was held on 14 October

Upcoming Events

- *Heads of Procurement Meetings* – 5 November 2019, 10 March 2020, 7 September 2020
- *Responsible Procurement Event* – 19 November 2019
- *One Day Category Event: Laboratory* – 14 January 2020
- *Meet the Team Breakfast and LUPC Induction for Members* – 6 February 2020, 4 June 2020
- *LUPC & SUPC Conference 2020* – 30 April 2020
- *One Day Category Event: Catering* – 19 May 2020
- *One Day Category Event: HR* – 29 September 2020

(Correct as at 11 October 2019) Full details of all agreements are available at lupc.ac.uk

Responsible Procurement: News



Marisol Bernal, LUPC's Responsible Procurement Officer, reports on LUPC's responsible procurement activity over the last quarter.

Green Gown Awards Finalists: University of Greenwich and LUPC

LUPC, in partnership with The University of Greenwich, is a Finalist in the Green Gown Awards. The awards represent over one million students and 162,000 staff leading the way with their commitment to the global sustainability agenda and proving the value that universities and colleges bring to the economy and society. They provide the sector with benchmarks for excellence and are respected by government, funding councils, senior management, academic and students.

The University of Greenwich-LUPC partnership has been shortlisted in the research with impact institution category for their EQUIANO human rights risk assessment tool. The engagement tool is designed to gather information to help identify the risk of human rights abuses in public supply chains. It was developed under the supervision of the Business, Human Rights and the Environment Research Group (BHRE) at the University of Greenwich as a response to the increasing pressure on public authorities to purchase goods and services responsibly. The tool combines the

research-based knowledge and expertise on human rights in supply chains of the BHRE and the expertise of LUPC in interaction with suppliers.

The first and only of its kind, it is designed for public buyers to engage with suppliers to assess human rights risks that may affect those who make the products and provide the services being procured.

Currently, Equiano is being merged with Sustain, APUC's system, which allows suppliers to complete and store sustainability compliance data. The new system will keep the name Sustain, and is looking to be rolled out this year to "support institutions and their suppliers in delivering a transparent, environmentally positive, ethical and socially responsible supply chain". We will keep you updated.

The Awards Ceremony will take place at the Glasgow Science Centre on the 26th November 2019, wish us luck.

LUPC international consultancy with OSCE

The Organization for Security and Co-operation in Europe (OSCE) has asked LUPC for their help to deliver a project on policies and procedures mitigating the risks of modern slavery issues in their supply chains.

The project will be led by Don Bowman with external support from consultant Caroline Blackman-Edney and with Olga Martin-Ortega leader of the Business, Human Rights and the Environment research group and LUPC Board Member.

The work will enhance LUPC's reputation as a leader in the area of human rights in the supply chain, as well as developing our experience for the benefit of our Members.

Procurement Policy Note – Tackling Slavery in Supply Chains

The Cabinet Office has published a Public Policy Note and guide for UK Government departments, to ensure modern slavery risks are identified and managed in their supply chains. The guide will help practitioners to identify and manage modern slavery risks in existing contracts and new procurement activities.

The Tackling Modern Slavery in Government Supply Chains Guide has been drawn from a variety of sources. Particular recognition has been given to 'Protecting Human Rights in the Supply Chain', a guide for public procurement practitioners by Professor Olga Martin-Ortega and former LUPC director, Andy Davies, published in 2017 by London Universities Purchasing Consortium, the University of Greenwich, Advanced Procurement for Universities and Colleges and CIPS.

Don Bowman, LUPC Director said: "LUPC is pleased to have contributed alongside other public sector organisations to the modern slavery guide. Protecting human rights in the supply chain is such an important consideration for procurement across all sectors."



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LUPC Responsible Procurement event

LUPC members are invited to our responsible procurement event on Tuesday 19th of November. The free one-day event showcases the latest in adding value through responsible procurement.

For the full agenda and to register your place, please visit the events page of our website.

Responsible Procurement Advisory Group

The Responsible Procurement Advisory Group (RPAG) spearheads LUPC’s responsible procurement policies and strategies. RPAG is comprised of students, procurement professionals and sustainability managers from LUPC’s membership. For more information about joining the group, contact **Marisol Bernal**.

Ask and you shall receive: Social Value Deliverables

It’s time for action on social value. University of London’s **Jim Biggin** takes us through some initiatives to help you climb the social value ladder.



Procurement professionals from a wide range of public authorities are waking up to a world beyond monetary savings. They are considering ways to deliver value for their students, staff and local communities in a range of innovative ways. In a recent report from the Office for Students¹ it was stated that just 54% of students considered their investment in higher education value for money. It is therefore evident (at least in the university sector) that things must change, however, there is still a lot of confusion about how to implement appropriate initiatives in

this area effectively, without increasing workload.

The definition of social value has rightly been described as too vague. It is so often hard to know even where to start. To try and simplify things, the Cabinet Office explains it as “*an umbrella term for securing wider social, economic and environmental benefits from normal procurement operations.*”² This may be considered vast. Again, it is unclear how, practically, to take steps forwards. For organisations who may be trying to get

by with short timescales, small teams and pressure from a variety of stakeholders with a focus on the bottom line, the difficulties can multiply.

There are some organisations who have established themselves as able to support work in this area. The Social Value Portal describe themselves as an “*on-line solution that allows organisation’s to measure and manage the contribution that their organisation and supply chain makes to society.*”³ For institutions with neither the resources nor the budget for a service like

this, the barriers remain.

So what are the practical steps you can take in this area?

Firstly, encouraging and getting senior management buy-in is key; this can be a challenge particularly when there is a perception that anything new will mean extra cost. However, according to the 2014 Social Value Report⁴, *“the impact of the Act could be between moderate and major if there were more understanding of social value within the organisation.”* Presenting tangible returns to the business and community, including monetary and reputational gain will enhance the case.

Help from frameworks

Frameworks developed by the LUPC and the other universities purchasing consortia increasingly include questions on social value in their award criteria. As part of their tender response, suppliers explain initiatives that they can deliver through their contracts which will provide extra benefit to consortia institutions. By calling off from consortia led frameworks, members can take advantage of these benefits simply by ensuring these type of provisions are included in call off agreements. Time, money and effort are all saved as the questions have already been asked and proposals secured.

Here are some excellent examples of added value provided by suppliers awarded places on the recently let LUPC framework tenders for Life Science Equipment (LAB5054 LU) and Waste Management Services (EFM5056 LU):

1. Developing strategies with the institution’s HR team to ascertain work experience and graduate opportunities for their students.
2. Providing leaflets and posters to showcase waste segregation best practice.
3. Giving free lectures on their subject matters.
4. Allowing site-visits to waste facilities to improve the application of taught sustainability theory.
5. Paying the London living wage.
6. Volunteering staff time to help a member’s designated charity.
7. Offering staff and students charity volunteering day opportunities.

UNIVERSITY OF EAST LONDON CASE STUDY

The University of East London (UEL) was the first member to use the new waste management services framework and social value was a key element in their discussions with the successful bidder, Veolia. When performing the call-off from the LUPC framework, one area of focus was to improve the education of their students and staff on waste management, and in particular, recycling. This added significant value not only to their operations, but to their reputation as a university that takes their social and environmental impact seriously.

A good example of the outcome is the joint effort between UEL’s procurement, estates & facilities teams who secured Veolia’s attendance at their 2019 freshers’ fair. Their role was to educate and engage students on campus waste management.

In addition, it was proposed that Veolia will support UEL’s students’ “Grow Your Own” program by providing gardening labour, seeds and a donation of compost to be used on the student planting beds.

Mollie Miller, senior facilities manager said: *“The plan in the future, once mobilisation is finished and things have settled down operationally, will be to conduct staff engagement and also to review signage and waste management procedures.”*

8. Joining up with a food share program to reduce waste to landfill and give back to the community.

This list is by no means exhaustive, you can access the full tender responses either from HE Contracts, or by requesting them from the senior category manager responsible for the framework.

Delivering for Your Institution

The central issue is how to implement social value schemes that reflect your specific institution’s needs and objectives. Pooling together the resources of others on the same journey is an excellent start. Attending relevant conferences, workshops and meetings will enable you to see behind the scenes of organisations that are already leading the way in this area. The sharing of both best practice and the things that haven’t worked will help you tailor those experiences to suit your own context.

LUPC’s Responsible Procurement Advisory Group (RPAG) and the responsible procurement event being held on 19 November 2019 are prime examples of ways our members can engage with the topic in a supportive environment. The Higher Education Procurement Association (HEPA) responsible procurement group also offers national coverage. A HEPA subgroup focusing on social value is a small working party created specifically to share best practice and devise innovative joint solutions. We will publish the outcomes of their work in due course.

The clear message is ask and you shall receive; do make sure you ask suppliers, at call off stage, what they can do for you to assist with delivering these wider benefits. The more an organisation becomes involved in this area the more they begin to understand what does and does not work. They can then start to shape a strategy to their specific goals.

If you have any further questions about social value activities, please contact **Marisol Bernal**, our responsible procurement officer, her full contact details can be found on page two.

- 1 <https://studentsunionresearch.files.wordpress.com/2018/03/value-for-money-the-student-perspective-final-final-final.pdf>
- 2 <https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources>
- 3 <https://socialvalueportal.com/>
- 4 <https://www.birmingham.ac.uk/Documents/college-social-sciences/government-society/inlogov/briefing-papers/2014/social-value-survey-report.pdf>



Jim Biggin is a Procurement Officer at the University of London. This article was written in his final month with LUPC. Contact jim.biggin@london.ac.uk

Consortia members respond to the “net zero” carbon challenge

Collaboration and responsible procurement at it’s very best. LUPC’s **Suzanne Picken** reports on The Energy Consortium’s £50m landmark agreement delivering renewable energy for consortia members.



Twenty members of the UK Universities Purchasing Consortia are parties to an aggregated power purchase agreement (PPA) delivering renewable power, a first for public sector energy users in the UK. The deal was brokered by The Energy Consortium (TEC) and includes LUPC members; the Natural History Museum, Kingston University and the University of the Arts London.

This energy deal enables the members involved to buy renewable energy directly from British windfarms and to lock-in a proportion of their power at a fixed price over a ten-year period. With the much tougher legislative target of “net zero” greenhouse gases by 2050, the agreement is a fantastic example of how the sector is contributing to a ‘net-zero’ carbon environment. The participants are guaranteed clean electricity with the windfarms producing a totally clean zero carbon energy product.

Richard Murphy, Managing Director at TEC explained that the foundations for this agreement were laid as far back as 2015, with legal drafting for the Flexible

Electricity framework agreement enabling deals to be sourced directly with energy generators for longer term arrangements. TEC facilitated the arrangement through their current framework energy partner, EDF Energy, with renewable British onshore wind power provided by Statkraft, the largest renewables generator in Europe and Squeaky Clean Energy, a 100% renewable supplier providing balancing services.

“The corporate PPA market has long been touted as a means for larger organisations to procure renewable power and enable subsidy-free development,” said Richard Murphy. “But to date, it has largely been the preserve of very large companies, requiring substantial commitments from buyers. “By acting together in a collaborative approach facilitated by the energy expertise here at TEC, these institutions, whether large or small, have been able to navigate a previously inaccessible market.

“It allows members to protect budget, they know what they are going to pay for power over the term, but it also provides flexibility – because they are not committing 100

per cent of annual baseload volume to the agreement.”

“For example, by committing to 20 per cent of baseload via the PPA, if a university subsequently outsources part of its campus, such as student accommodation and volume falls, or they add self-generation energy assets they have sufficient headroom to allow for future developments. “The combined challenge facing the Higher Education and wider public sector is to secure reduced carbon emissions whilst saving money and I am delighted that the TEC team have secured both through this ground breaking deal.”

The Natural History Museum (NHM), the only non-Higher Education/Further Education institution involved, highlighted that the agreement is very much aligned to the Museum’s responsible procurement policy. Wayne Hitchings, Head of Energy and Sustainability, led the process for the Museum, sourcing all its bought-in power requirement from renewables. Next month NHM launches its new Strategy to 2031, the 150th anniversary of the Museum’s iconic South Kensington base. Andy Davies, Procurement Manager at NHM and newly appointed to the board of management at TEC, said: “Our vision is for a future where both people and planet thrive and our mission is to create advocates for the planet, including our suppliers. We’re delighted to be involved in this landmark deal. It’s a real leap forward for us.”

This is the first arrangement of its kind but TEC fully expects other members to be interested in following suit. If you would like to find out more, TEC will be happy to hear from you. Contact enquiries@tec.ac.uk Tel. 0121 483 1963.



Driving productivity with flexible furniture design

A well designed environment can play an important role in boosting productivity. Southernsbroadstock's **Andy Kuhler** outlines the research behind this and how clever use of furnishings can have an impact.

The built environment is a major factor that affects productivity within both office and learning spaces. The Office for National Statistics has reported that the UK's productivity is well behind those of our European neighbours. As Furniture, Fixtures and Equipment (FF&E) specialists we want to understand why, and how using a flexible furniture design can help improve this.

In today's modern world the only constant is change, and work and teaching spaces are no different. We understand productivity can be limited or boosted by the environment people are in, something that has been proven by a recent survey commissioned by our parent company Extentia Group "Overcoming the UK's Productivity Challenge". This study focuses on two distinct groups – morning larks (those who are more productive in the morning) and night owls (those who are more productive in the afternoon / evening). It explores how they prefer to work, and how we can adapt our workplace environments to maximise efficiency.

The research found that whilst over half of those surveyed felt they were more productive in the morning, a quarter of them don't go into work early. Of the 76% that do try and capitalise on this early morning productivity, nearly half are put off by inhospitable working environments, painting a picture of cold, eerie and depressing offices with a limited access to facilities like refreshments. In a similar vein, of the owls that want to work late, 16% are frustrated when it's loud when cleaning starts, 13% find the space depressing, a further 11% believe it's too quiet, whilst others were left annoyed as they were required to leave when the building closes for the night.

At Southernsbroadstock, we believe this can be overcome by making small changes to working and studying environments. A well-designed environment, through the use of clever furnishings and intuitive layouts, can play an important role in boosting productivity. But before you start rearranging desks closer to the window, be sure to take your employees and students on this journey, survey them about their pain points – are the noise levels, right? Is there somewhere you can work and study quietly? Is there enough collaborative workspace for group projects?

People work in different ways and that age old saying tidy space, tidy mind couldn't be truer. Keeping your workspace clean and tidy can significantly improve productivity and the right furniture is integral to this. Getting creative with furniture can give you the flexibility to transform spaces from a boring bank of desks to an exciting collaborative working zone bustling with imagination and ideas.

Organisations can often underestimate the importance of furniture and "play it safe" by selecting uninspired and



uncomfortable furnishings. Research has suggested that boring furniture can lead to loss of interest in the workflow which affects productivity. While unsuitable furniture can lead to people feeling frustrated.

We believe in combining comfort and functionality with character and design. Selecting the right furniture for your space is vital, it needs to reflect your brand values and embrace smart working practices - which will contribute to a more effective and efficient workplace, increasing wellbeing and productivity.

A recent example of this approach was undertaken at LUPC member, The London School of Economics' Centre Building. We were tasked with bringing together a variety of users and disciplines under one roof - from traditional teaching spaces to collaborative learning areas as well as office accommodation for academics and administration staff. The end result provides an agile and cooperative working environment allowing both staff and students to work in a truly collaborative and holistic way.

In conclusion, organisations can encourage greater productivity through innovative workspaces and looking beyond the traditional "9-to-5" working model to match the requirements of various groups. Only then will they enable their larks and owls to truly fly.



Andy Kuhler is Sales Director South, Frameworks & Core at Southernsbroadstock, a supplier on the national Furniture Supply and Installation framework. Contact andy.kuhler@southernsbroadstock.co.uk

Food for Thought: the latest trends in university catering

With an ever-changing student landscape, university catering is evolving. BaxterStorey's **Richard Pearce** highlights the key developments and **Jon Rook**, Panache South comments.



Royal College of Arts' Vegan Cafe

More evolution rather than revolution, university catering has seen a seismic change in its offering over recent years. The next few years will see a levelling off in student numbers, with fewer on-campus for formal teaching. Greater focus on self-learning means the traditional catering offer needs to evolve, with more flexible opening hours and less focus on centralised catering outlets becoming the norm.

Led by ever-informed student consumers, operators are heading away from a traditional university campus dining experience and moving towards a destination-driven food experience, adapting to the changing diets of health-conscious and increasingly tech-savvy students.

Any catering space should have the look and feel of a high-street brand if it wants to compete seriously. Students are discerning and expect products and environments that they are familiar with, wanting the latest in innovation. With many campuses just a

stone's throw from the high street, the last few years have seen operators introducing several of these brands into universities.

New installations lean towards agile spaces, designed to encourage students to eat, study and socialise in one space. Inspired by the culture of blended spaces on the high street, sites are offering all-day grazing in order to deliver a better, flexible student experience.

Designers are meeting these demands by mimicking the business and industry (B&I) and retail sectors; serving up flexible food service points, street food carts and click-and-collect counters. These have proved popular, especially multi-functional concepts such as bars with delis by day and alcohol by night. This latest trend is in response to a downward drift in alcohol consumption in universities, with the need for a dedicated student bar waning.

Design must match the food offering and marketing material. With popular high

street trends featuring street food and vegan dishes, design has altered to reveal more authenticity and sustainable living.

As caterers, we are taking a more holistic approach as our responsibilities don't stop at serving food. Student wellbeing is an intrinsic part of the food offering at universities and we need to offer increased transparency on where food is sourced from and the suppliers we use.

At BaxterStorey we are using The UN Sustainable Development Goals as a framework to help us develop our approach. This considers the carbon impact of the ingredients; seasonality, production methods, transport, water footprint, packaging, nutritional value, animal welfare, social impacts including community engagement, and wellbeing.

Student wellbeing is a key consideration and healthy eating options need to be real rather than just lip service. Students are demanding on-trend experiences. We have designed vegan outlets in collaboration with three of our universities. This was in response to student unions to cater for the increasing number of vegans and vegetarians in the student population. With students becoming progressively aware of the impact on the planet, the vegan outlets promote healthy and sustainable food that students can grab on the go.

Our first vegan outlet launched in 2018 at The Royal College of Art's Kensington Campus, and the café was designed in collaboration with the student union. This vegan hot spot – followed swiftly by a second site, V-Go!, at the University of Stirling in 2019 - boasts delicious fresh snacks such as sprouting broccoli, tofu toasties, coconut and apricot protein balls, and homemade hot falafels with beetroot hummus.

In addition to the vegan route, students are reducing their meat consumption or taking a flexitarian approach. We are meeting this trend through Food EQ, changing the way we create dishes by increasing the ratio

of plant-based proteins. Likewise, there are all-day grazing menus with innovative hand-held eats and energy-boosting artisan coffee using plant-based milk alternatives.

Another innovation proving popular is our collaboration with street food traders such as Mooshies and Lad Café. Students like to know their food provenance. Rubies in the Rubble uses local produce that is seen as the ‘wrong’ shape, size or colour to create delicious ketchups and chutneys.

With the growth of international students in the UK, and more well-travelled young people, caterers will have to take food authenticity very seriously. At Birmingham City University we have food concepts to offer authentic dishes, such as our Asian cuisine ‘Rokamama’, with dishes including sticky ginger and chilli chicken, or wakame crusted bavette steak.

Technology will continue to influence design spaces, and providing ‘hotspots’ for students to work comfortably will remain important. Having grown up shrouded by the dot-com era, today’s students have a thirst for the latest technology trends, and want those technologies applied to the environments in which they operate.

The demand for access to strong Wi-Fi and space to facilitate virtual learning will increase. As environmental issues become ever-more pressing, catering spaces will have to modify their designs to be more sustainable. Student customers are demanding an environmentally friendly supply chain and areas devoted to recycling streams will become more obvious. Equally, to encourage the use of reusable water bottles, more hydration stations will be popping up.

Students don’t have large, disposable incomes and university caterers need to compete hard against the brands on the high street. They are required to deliver authentic food at value for money, and increasingly operators are creating food partnerships to bring the high street indoors. And, like the high street, they must find a way of delivering added value and securing customer loyalty too.

We have introduced a loyalty app specifically for our student population which encourages them to earn and redeem points. The use of technology makes it accessible via the user’s phone and combines with a rewards system for every purchase. A third of our university contracts have signed up to the scheme and we have seen an increase in sales of nearly £3m year-on-year to date.

Most university campuses in the UK are public spaces and can be used by anyone. Those in towns or city centres are starting to realise the opportunity of attracting public footfall to drive revenues and play a bigger part in the local community. Universities are competing more keenly to attract a reducing student population. We may start to see a reverse trend; whereby they are less interested in making higher commercial gains from catering, preferring to focus on student experience through lower tariffs, better environments and higher quality of food.

“The ‘meat and two veg’ offer of yesteryear is long dead - if students cannot get variety on campus there are plenty of businesses out there that will happily take their money.”

Experience is an important factor for the new generation of customer. Catering must expand to become integral to the lifestyle of the students; social activities including quiz night events, barista masterclasses or hosting speaker evenings. However, the priority for catering spaces will always be to provide a memorable experience with nutritious and tasty food offerings served by well-trained teams.

Jon Rook from catering consultancy, Panache South agrees with Richard’s sentiments regarding evolution rather than revolution, and the need for authenticity and innovation within the catering offer. The ‘meat and two veg’ offer of yesteryear is long dead - if students cannot get variety on campus there are plenty of businesses out there that will happily take their money.

Today’s students are considerably more discerning than even 10 years ago. With wider travel and availability of authentic foods from around the world on every high street, contractors must provide comparable authenticity, albeit at a cheaper

price to be able to compete. Price has always been a key driver for students, but the emphasis, rather than just the cheapest offering, is placed on overall value for money. Students will pay for it, if it is good.

Increasingly, socially aware students demand a more imaginative catering solution. They expect their university to champion their values and an ethical and sustainable catering offer has become a necessity, rather than a choice for just a small percentage of the population.

The consumption of meat will continue its downwards trend and vegan diets are now commonplace, although university catering still has a considerable way to go to convince many carnivores that vegan dishes are a comparable alternative to meat.

High street brands such as Costa and Starbucks have been on our campuses for years and continue to operate successfully, but I can see a future shift against this and emphasis on finding local solutions. Several universities are seeing the benefit of having local food and coffee suppliers with ‘guest’ offers within the catering outlets, allowing popular local student catering outlets the opportunity to showcase their wares on campus. This engagement adds authenticity, trust and kudos to the onsite catering offering.

In today’s world, the mobile phone and ‘right to Wi-Fi’ is now considered a human right. Increased use of technology for both academic study and social interaction will continue at pace and caterers must find innovative ways to embrace this to engage with their customers.

The seismic change may be subsiding, but university caterers need to continue to be proactive and innovative to avoid a future student revolution.



Richard Pearce is UK Sales Director at BaxterStorey, a framework supplier on the Catering Outsourced Services framework



Jon Rook is Managing Director at Panache South Limited, number one ranked supplier on the Catering Consultancy Services framework.

Conference on University Purchasing: Highlights from COUP 2019 and a forward look to COUP 2021

The theme “Mission Ready: HE Procurement for the Next Generation” for COUP 2019, held at the University of Leicester, reflected the city’s role as a key contributor to UK Space Research. NEUPC’s **Ahroob Jabbar** provides the highlights from the conference and LUPC’s **Suzanne Picken** looks ahead to COUP 2021.



Dr Maggie Aderin-Pocock OBE

The NEUPC hosted a successful Conference on University Purchasing (COUP) at the University of Leicester between 3rd and 5th September. COUP takes place every two years in different parts of the UK. It provides an opportunity for procurement professionals from within the UK Universities Purchasing Consortia (UKUPC) to meet with colleagues from other member institutions and suppliers to the sector. Attendees have access to two full days of procurement workshops, keynote sessions and a large supplier exhibition plus evening social activities including the welcome dinner, networking dinner and Gala Dinner and Awards.

NEUPC kick started the conference with ‘A Taste of Leicestershire’, a great evening of entertainment with a range of signature dishes to explore. The mind-blowing ice cream experience, including out of this world flavours, proved popular. From artisan gin tasting to an energetic and



Exhibition

finely tuned acoustic band playing your all-time favourites, the Percy Gee Students Union provided the perfect networking opportunity for members, ahead of the conference.

Delegates were welcomed to the first day of the conference by Andy Stephens, Chair of NEUPC, and Martyn Riddleston, University of Leicester’s Chief Finance Officer. The conference took off with a motivational and inspiring keynote speech by Dr Maggie Aderin-Pocock OBE, a Scientist and Broadcaster. Dr Maggie explored how the moon landing mission met the procurement and logistical challenge with over 400,000 contractors involved.

The conference programme was diverse in content, with over 25 workshop sessions delivered by industry experts; covering a range of topics from Career Development, Counter Fraud, Sustainable Actions Plans to Dynamic Purchasing Systems, for the 280 delegates attending.

The supplier exhibition, held in the marquee from Wednesday to Thursday, included over 85 suppliers. With the introduction of the exhibition passport, sponsored by Stone Group, members were encouraged to visit as many suppliers as possible, to maintain existing connections and build new ones.

“The event ran seamlessly from start to finish and we will certainly be attending in 2021. All in all, the event is excellent value for money and the exposure to senior decision makers from major HE establishments is much more effective and yielding than any other exhibitions we have attended.” EXHIBITOR

The first day of the conference ended with three incredible keynote speeches. Jimmy Brannigan, Director of NETPositive Futures, discussed how procurement contributes to a wide range of environmental and social drivers. This was followed by Malcolm Harrison, Group Chief Executive Officer of CIPS, discussing how CIPS can help



A night at the Space Centre

HE sectors achieve maximum value from the supply base. Rounding off a great first day, Dr Suzie Imber, Associate Professor of the University of Leicester and winner of BBC programme “Astronauts: Do You Have What It Takes?”, delivered a truly motivating talk. Delegates were on the edge of their seats hearing how she applied resilience, risk and team-working across her career as a planetary scientist, mountaineering exploits and sports achievements.

Wednesday evening’s entertainment, sponsored by Blue Arrow, was ‘A Night at the Space Centre’; guests were invited to venture up the rocket tower and be taken to the edge of the Universe in the Sir Patrick Moore Planetarium. Welcomed by astronauts and space themed cocktails with a surprise visit from Chewbacca, Darth Vader and the Storm Troopers, the networking evening for delegates and suppliers did not disappoint.



Professor Brian Cox

On the final day of the conference, Professor Brian Cox OBE discussed the ‘Value of Curiosity’, showcasing how great curiosity equals great reward. Brian Cox highlighted the immense value arising from exploration of the Universe and how this leads to the continued economic success of universities as world funding leaders. Dr Kevin Fong, Consultant at University College Hospital delivered an engaging speech on ‘Risky Business’, providing an insight into planning, human reactions, engineering and psychology to understand the risk and decision-making process.

“It was probably the best procurement conference I’ve been to, with helpful workshops and a number of truly inspiring speakers. I would definitely attend another COUP.”

Member Delegate



Gatsby Band at the Gala Dinner

Gala Dinner and COUP Procurement Awards 2019

COUP 2019 closed with a Gala Dinner and Procurement Awards ceremony at Athena, a former art deco cinema in Leicester. The evening starting with a drinks reception sponsored by Gresham, and included after dinner entertainment by impressionist and comedian, Rory Bremner. Guests were entertained with caricaturists, magicians and the incredible Gatsby Band making their way around tables.

The COUP Procurement Awards 2019, took place for the first time at this year’s event and celebrated procurement excellence across UKUPC membership. The awards ceremony provided the perfect opportunity to celebrate, thank and recognise those involved for their contribution at the forefront of HE sector procurement.

CATEGORY WINNERS

Procurement Apprentice - Emerging Talent: Amy Dresser, Durham University.

Outstanding University Procurement Team: Queen’s University Belfast.

Sustainable Procurement Initiative: University of Birmingham.

Innovative Procurement Award: University of Edinburgh.

Lifetime Achievement Award: John Thompson, University of Huddersfield and Karen Bowman, University of Edinburgh.

Further details on the awards can be found on the news section of NEUPC’s website.



Winner of the Outstanding University Procurement Team: Queen’s University Belfast with Rory Bremner.

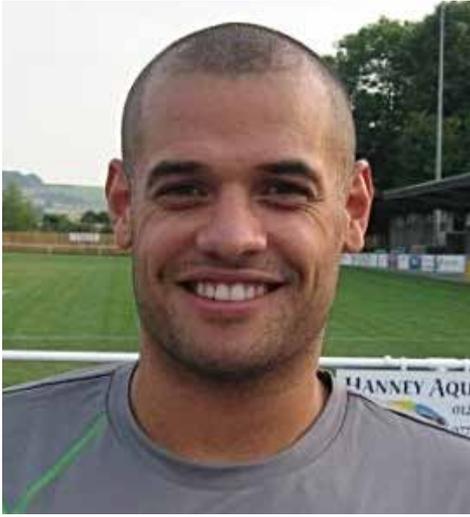
COUP 2021

LUPC is organising COUP 2021, with plans already underway to ensure that the next conference meets, or even exceeds, the standard set at COUP 2019.

LUPC is setting up a content committee to work on the theme for the conference, as well as determining speakers for the key note speeches and topics for the procurement workshops. A separate social committee will determine the dining, networking and entertainment arrangements across the three nights. Committee members will be taken from across the consortia and feedback from COUP 2019 will be thoroughly assessed to produce a conference that delivers, not only from a procurement development perspective but, in an exciting and engaging way.

Don Bowman, LUPC Director said: “We look forward to delivering a conference for members that really adds value to their procurement activities. COUP provides a great opportunity to get together to learn and share, as well as to network and socialise in a more informal setting.”

Further updates will be provided on a regular basis.



Let's talk...

This issue, we meet **Daniel Barry**, Head of Procurement at Royal Holloway, University of London

After How long have you worked at Royal Holloway, University of London?

I've worked at the university since August 2017 but before that I worked at Brunel University and Buckinghamshire New University.

How did you get into procurement?

Many years ago I worked in Home to School Transport at Oxfordshire County Council. They needed to start procuring school transport, so using my operational knowledge I was offered the role as a procurement officer. This was an exciting new challenge but allowed me to achieve significant savings and with that I got an understanding of public procurement.

What do you most enjoy about your job?

Category management and strategic procurement is new to the university. I've enjoyed building a new team and embedding new policies and procedures. It's been great to put the foundations in place and updating the finance system to ensure P2P (Purchase to Pay) is a key element of the system.

Transferring knowledge and experience, achieving savings and supporting the capital plan means there's an exciting challenge ahead.

What's the most difficult aspect?

I have a great team and colleagues who want to develop and follow best practice. Due to this we run out of hours in the day and can't get everything we want done.

If you weren't in procurement, what would you be doing?

If it wasn't for a serious knee injury, I would definitely be involved in something to do with sport or in the gym.

What's the most interesting item or service you've had to buy?

Purchasing a flight simulator was very interesting and it was amazing how many different options were available. A trip to Geneva was also part of the clarification process and involved a lot of flying which was great fun at the end of busy and intense days.

In your view, what value can working with the Procurement team bring to other areas in Estates, IT etc.

Having category managers who specialise in Estates, IT, etc. has allowed the procurement team to build strong relationships with the relevant departments and allowed the team to guide and advise departments on the best route to market to achieve the desired outcome.

Utilising and promoting pre-market engagement has allowed departments to get a better understanding of the market which results in more informed decisions and has a positive impact on students.

Royal Holloway, University of London is a member of LUPC – what do you think have been the main benefits of joining the consortium?

With the team being new and developing over time, it's been great for collaboration, training, utilising LUPC services and experience around modern slavery and sustainability. The frameworks are relevant and the support provided by the LUPC team has been a big help to make best use of the agreements on offer.

What are the key challenges ahead for your institution?

Saving money to achieve the capital plan and deliver the university's strategy. It's vital procurement plays a key part to allow the Professional Services team to meet their saving targets and to reduce costs.

What achievement are you most proud of (and why)?

When I was at Brunel, we employed a student to work with the procurement team whilst he completed the last year of his studies. He always wanted a career in finance but following a year with the procurement team he pursued a career in procurement and secured a procurement apprenticeship with our support.

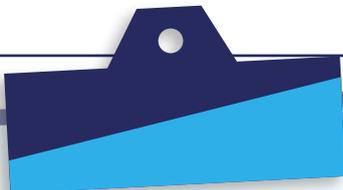
When I worked with schools, it was always a proud moment to see a free school or academy successfully open when you have been involved in key procurements which were critical to the operation of the school.

What was the last film you saw/book you read?

It's been a long time since I watched a film but I have just finished watching *Designated Survivor* which is a series on Netflix. I was hooked and couldn't turn it off.

Thank you!





Membership Survey 2019

Thank you to the 94 individuals who responded to our membership survey over the summer. We have summarised the key results for you.

MEMBERSHIP

- 96%** would recommend LUPC to another organisation
- 92%** feel LUPC provides good customer service to its Members
- 81%** feel they receive value for money from their LUPC membership fee

The top three **benefits** offering value to your organisation are:

- 84%** The LUPC & SUPC free annual Conference & Exhibition.
- 73%** Creditsafe - online credit referencing service.
- 52%** Annual Member Benefits report - specific to your organisation.

COMMUNICATION

- 72%** regularly or sometimes read our quarterly magazine
- 62%** expressed a preference to receive the magazine in an electronic format. As a result, we have contacted all recipients of the magazine and readers, from this edition, have the choice of receiving *Linked* in hard or soft copy.

ACCOUNT MANAGEMENT

- 12%** wanted more individual attention from LUPC
- Each full member is allocated an LUPC staff member, who are in touch with them on a regular basis, to see if there is anything they need from LUPC or if they would like a visit. Contact Suzanne Picken for more information on our account management process.

EVENTS

- 76%** are happy with the events provided by LUPC
- A number of new events are in place for the coming year including heads of procurement meetings, category events, meet the team, responsible procurement event and our annual conference. Details are on our website.

RESPONSIBLE PROCUREMENT

- 75%** see LUPC as a leader in responsible procurement in the sector.

A report of the full results of the survey, and how we are improving upon the service our members receive, can be found on the news section of our website.

Raising the bar

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Eversheds Sutherland has been a framework supplier to the London Universities Purchasing Consortium since 2014.

We have an international practice with 68 offices across 34 countries, including 12 offices in the UK and Ireland.

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- employment cases
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- charity law
- real estate matters
- constitutional advice
- regulatory issues
- health and safety
- intellectual property
- student law
- commercial and finance issues
- international

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